

Electronic Acknowledgement Receipt

EFS ID:	1032086
Application Number:	10735470
Confirmation Number:	4313
Title of Invention:	Method and apparatus for providing integrated customer care and work-flow management
First Named Inventor:	Anand R. Kumar
Customer Number:	27128
Filer:	Mark E. Stallion/Beth Hookway
Filer Authorized By:	Mark E. Stallion
Attorney Docket Number:	717841.4
Receipt Date:	26-APR-2006
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Application Type:	Utility
International Application Number:	

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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part	Pages
1	Information Disclosure Statement (IDS) Filed	SupplementalIDS.pdf	945574	no	4

Warnings:**Information:**

2	Foreign Reference	InternationalSearchReport.pdf	378582	no	4
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Warnings:**Information:**

Total Files Size (in bytes):	1324156
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.